AMENDMENT TO THE ABSTRACT

Please cancel the previous version of the Abstract and replace it with the Abstract attached herewith as page 12.

ABSTRACT

An appliance of a customer system receives or sends instructions with identifier information to a server of a provider system. The transmission is received/transmitted via a telecommunications means disposed in the appliance. Upon receipt of the identifier information by the server, a menu of provider responses is sent from the server to a display on the customer system. This menu is in accordance with the identifier information and structured to have a different content for each identifier. Item information selected by a customer from the menu is then sent from the display to the server of the provider system. Once the item information selected by the customer is received, the server performs processing which corresponds to the item information.

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